



Welcome to the 13 East Outpatient Cancer Center (OCC)

The 13 East Outpatient Cancer Center (OCC) is a patient care unit in the NIH Clinical Center. Our mission is to provide high quality nursing care to outpatients involved in clinical research. We invite you to take an active part in your care.

Leadership team

- ❑ **Nurse Manager:**
Antoinette Jones-Wells
- ❑ **Clinical Nurse Specialist:**
Georgie Cusack

Hours of operation

- ❑ **Monday – Friday** 8 a.m. to 8 p.m.
- Saturday/Sunday** 8 a.m. to 6:30 p.m.
- Holidays** 8 a.m. to 4:30 p.m.

Part 1: General Information

- You will be given a scheduled appointment for each visit to 13 East. If you will be late or need to change your scheduled time, please call us at (301) 496-0684.
- Upon arrival to the unit, please sign in at the front desk and sit in the waiting room. If you have an urgent request or need special services such as an isolation room, let us know when you sign in.

- Unless other plans have been made with your primary nursing team, your treatment will begin at 9 a.m. on weekdays and at 8:30 a.m. on weekends and holidays.
- We will do our best to see you at your scheduled time. But if you do have to wait, we will let you know how long we expect your wait to be.

Nursing Care

All the nurses on 13 East care for patients from the National Cancer Institute (NCI) and the National Heart, Lung, and Blood Institute (NHLBI). They develop and carry out treatment plans specially tailored to you as a participant in a research study. They work closely with other health care workers to make sure you receive the best care possible.

A primary nurse will work with you and your doctors to plan and provide your care. A team of other nurses will also be assigned to you. Whenever you have comments about your care, feel free to speak to your primary nurse or the nurse manager of 13 East.

Patient care

Your care may include:

- physical assessment
- treatments specified in your protocol including chemotherapy, immunotherapy, I.V. antibiotics, Ommaya access,

PK sampling, cellular and blood product administration

- managing side effects of treatments
- recovering from procedures (such as lumbar puncture, liver biopsy, bone marrow biopsy, thoracentesis, or paracentesis)
- teaching to help you and your family cope with therapy such as caring for a venous access device and dealing with a transplant, as well as patient and family support groups and programs (for example, Look Good Feel Better)

Part 2: Unit Routines

Vital Signs

When you arrive on 13 East, your nurse may check your temperature, pulse, respiratory rate, and blood pressure. Your height and weight may also be measured. The nurse may also place a light monitor on your finger to check the amount of oxygen in your blood. The initial assessment and frequency of vital sign checks will depend on your protocol.

Medications

Please tell your nurse about any medications you may be taking on a regular or periodic basis. This includes over-the-counter medications as well as prescriptions you have received in the past. Your nurse should also know about any herbal or vitamin supplements that you take at home.

Tests

As part of your protocol, you will probably need x-rays or tests. Your nurse will tell you the reason for each test and what happens before, during, and after it. Some tests require a consent form, which your doctor/nurse practitioner will ask you to sign before the test is done. Please ask questions if you do not understand what was explained. Your nurse may also give you written information about these tests.

Meals and snacks

If you wish to have a meal while you are on 13 East, please inform our staff when you arrive. The Nutrition Department will deliver your meal to the unit. Please remember that meals are for patients only. There are two cafeterias available for family members.

Patient refreshment area

The patient refrigerator and microwave are located in the hallway across from the front desk in room 220B. You may store food that you have brought from home. Any food you store there must have your name and a date written on it.

A refrigerator and ice machine are located in the hallway across from room 210. The refrigerator is stocked with refreshments such as milk, juice, soda, popsicles, and ice cream provided by the Nutrition Department. Please do not place other foods in this refrigerator.

Cabinets above the ice machine have instant coffee, tea bags, and condiments such as sweeteners, salt, and pepper. There are also packages of cereal, crackers, and instant soups.

Computer access

The patient resource center in room 214 has a computer for patients and their families. The computer offers access to the Internet, games, and up-to-date information on cancer research, protocols, and treatments. Instructions for computer use are posted next to the computer. If you need more information about the computer, just ask at the front desk. Computers located in patient rooms are for staff use only.

Visitors

A family member or friend may accompany you on your visit to the OCC. We ask that you have no more than two visitors in the room at once. For safety reasons we ask that you make other plans for small children. Please be considerate of your roommates by limiting the number of people in the room. Your visitors may also wait for you in the patient family waiting room (room 215) or in the patient resource center (room 214).

Telephones

Telephones are available in each room. You may use them to make free local calls. To make a local call, press “9” and the number, including the area code.

Long-distance calls

13 East has telephones for making free long-distance calls. These telephones are located in

room 217 and in the patient family waiting room 215, across from the front desk.

To place a call, press 9–1–area code—and the phone number.

Only patients and their family members may use these telephones, and calls should be limited to 10 minutes. Please be considerate of others waiting to use these telephones.

Credit card or collect calls

To call collect or bill telephone charges to your credit card or home telephone number, press “0.” You may not charge calls to the phones in your hospital room.

Smoking

Smoking is not permitted in any building on the NIH campus, including the Clinical Center. Smoking is banned on all Clinical Center patient care units and throughout the building, including stairwells and the parking garage. Smoking is also prohibited within 100 feet of all entrances and hospital smoke-free zones. We expect that you will not smoke while you are here at NIH. If this is a concern for you, please speak with your nurse or doctor.

Part 3: Patient resources

Where to get information about patient activities and patient education

Information about patient activities and information about shuttle schedules, recreation therapy activities, hospital events, and special programs such as Look Good, Feel Better, may be found in the patient resource center (room 214)

or the patient/family waiting room 215. A large assortment of patient education brochures is available to you, your family, or friends in the patient resource center. Also available for your use is a TV and a VCR complete with educational and entertaining videos posted on the bulletin board in your room.

Cafeterias

The Clinical Center has two cafeterias, one on the B1 level and another on the 2nd floor. The hours are different for each, so please check at the nurses' station for cafeteria hours.

TV

In addition to the major network channels, your bedside television set gets the hospital video theater on Channel 10. The program listing is posted on the bulletin board in your room.

Vending machines/snack bar

Vending machines are located outside the 2nd-floor cafeteria. On the B1 level, there is a snack bar that is open Monday through Friday from 7 a.m. to 4 p.m. You can also buy books, toiletries, and other items there.

Part 4: Other Clinical Center services

Social work services

The first time you were seen in an NIH or NHLBI clinic, a social worker may have been assigned to you. This staff member can help you find local housing for your family or help arrange for special equipment and supplies you may need after your visit with us. The social worker knows public and private agencies that may be able to help you with personal,

financial, and health care needs. Let your nurse know if you wish to talk with your social worker.

Pain and palliative care services

The Pain and Palliative Care Service may be consulted to assist with your care. The pain and palliative care team consists of a palliative care physician, two nurse practitioners, and a clinical liaison nurse who work with other members of the health care team to give you the most complete care. Services offered include pain consultation, relaxation therapy, acupuncture, acupressure, spirituality, massage therapy, and music therapy. Please ask your nurse or doctor if you are interested in any of these services.

Spiritual ministry

The Clinical Center has two chapels that can be used by patients, their friends, family members and visitors. The chapel on the 8th floor (room 8C436) is always open. The chapel on the 14th floor holds regular services on the following schedule:

- Catholic—daily at 11:15 a.m.
- Protestant—Sunday at 10 a.m.
- Islamic—Monday through Friday at 1:30 p.m.
- Jewish—Friday at 4:30 p.m.

Clinical Center clergy members routinely visit patients and their families. Feel free to request their services through your nurse.

Other Clinical Center facilities

B1 level

- gift shop: open Monday through Friday from 8 a.m. to 4:30 p.m.
- barber and beauty shop
- laundry

First floor

- coffee shop

14th floor

- patient library
- chapel
- recreation room

As a patient, you are welcome to use any of these facilities, but it is important to tell your nurse if you leave the unit before your treatment has been completed.

Part 5: Going home

Preparing to go home after your appointment

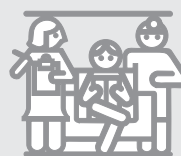
Before you leave 13 East to go home, your nurse may schedule return appointments, provide you with pharmacy or central supply prescriptions, and issue you a portable infusion pump for home infusion therapy (if you need one). You will receive information about the purpose and side effects of the medications ordered for you. Your nurse will also talk with you about the symptoms you should report to your doctor or OCC staff. Written instructions about your medications or home care may also be provided to you.

Health problems at home

If you have health problems at home, contact your local doctor. If your concern is related to your treatment at NIH, call 13 East 24 hours a day at (301) 496-0684. If your call is received after regular clinic hours, it will be forwarded to an inpatient unit where the nursing staff will respond. Our staff will answer your questions and help direct your care to either your NIH doctor or other areas at NIH.

The 13 East Outpatient Cancer Center nursing staff wants to make your visit as comfortable as possible. We welcome your questions and comments. Please feel free to share them with your primary nurse or our nurse manager.

On 13 East, we strive to create better ways to care—every day.



12/17/02

This information is prepared specifically for patients participating in clinical research at the Warren Grant Magnuson Clinical Center at the National Institutes of Health and is not necessarily applicable to individuals who are patients elsewhere. If you have questions about the information presented here, talk to a member of your health care team.

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Questions about the Clinical Center?
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